

**Product Number: 4212.07.15**

## **FACILITIES INTEGRATED COMPUTER SYSTEMS**

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**Product Owner:** Bryan Kasteler, IT Director/Corrections  
**Product Manager:** Aaron Jeter, Campus C Manager  
**Phone:** 801-965-2568  
**E-mail:** [ajeter@utah.gov](mailto:ajeter@utah.gov)

Some systems that are not primarily related to information technology have an information technology component. These systems include prison security devices, HVAC, door access controls, medical systems, sewing systems, printing plant equipment, plate shop equipment, sign shop equipment, security cameras, etc.. Where these systems are managed by a PC or where they connect to the network, DTS takes an interest in providing service and in preserving the functionality and security of the information system infrastructure.

The hours of support required for Facilities Integrated Computer Systems are listed below.

Application	Support Hours	Days of Week
Network WAN connectivity	24 hours/day	7 days/week
State of Utah Correctional Facility Components	24 hours/day	7 days/week

Note: After normal business hours only Desktop Support and Hosting staff provide on-call service.

### **Product Features and Descriptions**

Feature	Description
Network connectivity	DTS will validate and attach network-enabled systems. DTS will cooperate with the vendor in providing technical support and work to ensure security.

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PC components	Where systems have a PC component, DTS will cooperate with the vendor in providing technical support.
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## Features Not Included

Feature	Explanation
Purchasing	<p>Equipment that <b>does not</b> need to be purchased through DTS include but is not limited to:</p> <ul style="list-style-type: none"> <li>● heating, ventilation, and Air Conditioning (HVAC) systems,</li> <li>● prison security devices,</li> <li>● door access control systems,</li> <li>● ID card systems,</li> <li>● Building security systems.</li> </ul> <p>In general any facilities systems that do not attach to the state's infrastructure or use the TCP/IP protocol may be purchased directly by UDC.</p>
Production Equipment	<p>UDC and DTS agree that production equipment (equipment used to produce goods and services) will not require DTS involvement so long as it does not have the ability to attach to the state's infrastructure or use the TCP/IP protocol.</p> <p>Should any of this equipment require access to the state's infrastructure or use the TCP/IP protocol, then UDC and DTS will work together to resolve any problems in favor of accomplishing the business needs.</p>
Minor computer components	DTS does not work with small circuitry that works independently, does not process data for State business processes that is tested and replaced as an integral unit.

## Rates and Billing

Feature	Description	Base Rate
Facilities systems	As listed under product features and descriptions	Included in the DTS Network Services rate

## Ordering and Provisioning

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When DTS support is needed, Corrections facilities staff will request the needed help by either the Department's Service Desk, or Campus Manager.

### DTS Responsibilities

- **Purchases controlled by DTS** - All IT items, such as but not limited to, monitors, CPUs, processors, laptops, chips, printers, software, and other items which may connect to the state infrastructure or use the TCP/IP protocol will be purchased through DTS.
- Should any of facilities systems require access to the state's infrastructure or use the TCP/IP protocol, UDC and DTS will work together to ensure that UDC needs are met without compromising the IT infrastructure
- If a problem arises both UDC and DTS will work to resolve the problems in favor of accomplishing the goals of the equipment purchase.

### Agency Responsibilities

- Work with DTS in submitting IT Plans and other DTS requirements for the purchase of IT items.
- Involve DTS in projects that require purchase of IT items. Should any of the facilities systems require access to the state's infrastructure or use the TCP/IP protocol, UDC and DTS will work together to ensure that UDC needs are met without compromising the IT infrastructure. If a problem arises both UDC and DTS will work to resolve the problems in favor of accomplishing the goals of the equipment purchase.
- **Data Entry** – Data entry will be the responsibility of the agency. This will include static tables, converting data from other sources, and general data input.
- **Policy and procedure** – All policies and procedures are the responsibility of the agency to develop and enforce.
- **Training** –
  - Any end-users training in the use of the facilities system/s will be the responsibility of the agency.
  - Any training needed to support, install, or manage the facilities system/s by DTS staff will be the responsibility of the agency to fund.
- **Support** – Outside of supporting the facilities systems access, rights, and security the agency will assume all responsibilities. The agency will support such things as, but not limited to data entry, quality of data entered, use of the data once entered, reports, etc.
- **Access to the data** – The agency controls the rights to access all data. DTS has the responsibility to make all changes and grant rights only upon request and authorization from the agency. The agency will decide who is to have access to the data and what rights they are given.



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- **RFP and Contract Requirements –**
  - The agency has the responsibility to ensure the requirements set forth in RFP are met prior to entering into and signing the final contract with the service provider. If a contract has a DTS component, they will be involved in the proper development and approval of said contract.

## DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM / CACTUS	99.90%
UDC COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, UDC COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
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Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied



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